

## Return to Vendor Policy

### DEUTER

#### Basic Policy Information

**Please send the customer to the Deuter Website or have them call Deuter directly:**

Deuter says: “We promise to repair any Deuter pack free of charge, no matter its generation or the reason for damage or defect. Regardless of how many trail miles it has seen, we’ll attempt to stitch it up for many more adventures to come. If this pack is deemed to be truly at the end of its trail life and is irreparable, we’ll replace it with the closest comparable pack.”

We believe in the durability of our products.

We believe in the best customer support.

We believe in collective action to reduce our environmental impact.

We promise.

#### Exceptions

#### Vendor Requirements (Proof of Purchase, Etc.)

Please have customer contact Deuter directly

#### Warranty Links and/or Additional Information

<https://www.deuter.com/us-en/advice/repair-service>

[info@deuterusa.com](mailto:info@deuterusa.com) +1.303.652.3102 [M-F 8am - 5pm Mountain Time](#)